



# PERSONAL SUPPORT SERVICES At a Glance

---

## COVID-19 DDA Services

*Temporary changes, effective March 13, 2020*

### Service Delivery Flexibilities

- May be provided over the phone, or by Skype, Zoom, Facetime, etc. to allow services to continue to be provided remotely in the home and community settings
- May be provided in a variety of settings such as the person's home, family and friend's homes, and other community settings
- May provide this service for people who are in an acute care hospital or short-term institutional stay
- May be provided in neighboring states
- Personal care assistance may comprise the entirety of the service, as appropriate

---

### Service Authorization Changes

- The DDA will automatically authorize additional service hours per week when the person was receiving meaningful day services under the traditional service delivery model prior to the State of Emergency and currently receives 28 hours or more personal support services per week
- May exceed current authorization and 82 hours per week without prior authorization by the DDA, within the person's authorized budget

---

### Staffing Flexibilities

- May be rendered by relatives or legally responsible individuals and they may be paid for greater than 40-hours per week for services without prior authorization by the DDA  
(including spouses and parents of minor children)
- Expedited onboarding with only essential training required prior to supporting people
- Residential Services Agencies, including providers authorized under the Medicaid Community First Choice program, may provide Personal Supports during the emergency

**Visit our website for additional COVID-19 resources:**

**[https://dda.health.maryland.gov/Pages/DDA\\_Appendix\\_K.aspx](https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx)**

**Have questions? Email them to: [dda.toolkitinfo@maryland.gov](mailto:dda.toolkitinfo@maryland.gov)**

Issue date: **06.01.2020**  
Effective date: **3.13.2020**  
Version number: **2**



## Retainer Payments and Rates

- Add 72 COVID-19 related retainer payment hours
- Increased rate for supporting people who have positive determination for COVID-19 and are required to be isolated

---

## Documentation & Billing

- DDA will share guidance on documentation and billing for retainer days

**Visit our website for additional COVID-19 resources:**

**[https://dda.health.maryland.gov/Pages/DDA\\_Appendix\\_K.aspx](https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx)**

**Have questions? Email them to: [dda.toolkitinfo@maryland.gov](mailto:dda.toolkitinfo@maryland.gov)**

- ▶ Issue date: **06.01.2020**
- ▶ Effective date: **3.13.2020**
- ▶ Version number: **2**

